



## **Board of Trustees Regular Session Wednesday, May 15, 2019**

**Present:** Traci Black, Sage Fitch, Vicki Matsumori, Drew Pearson, Pepper Pehrson  
Nick Skene

**Excused:** Brent Gardner

**Others:** Kim Fong, Murray Library Director; Julia Pehrson, Murray Library Assistant  
Director

1. **Call to Order:** President Traci Black called the meeting to order at 6:34 p.m.
2. **Approval of Minutes:** The minutes for the April meeting were approved on a motion made by Vicki Matsumori and seconded by Drew Pearson. Voting was unanimous in favor.
3. **Public Comment:** None
4. **Financial Reports:** 83% of the year has lapsed. Director Fong reported that the library is keeping under budget and things are going well. President Black asked about the Young Adult numbers and Director Fong answered that there hasn't been a teen blockbuster series in a while and when there is a new one the numbers should get better. Sage Fitch had a question about the building expense budget. Director Fong said the money was spent to replace parts of the aging HVAC system.  
Pepper Pehrson made a motion to receive and file the financial reports, seconded by Sage Fitch. Voting was unanimous in favor.
5. **Board Reports:** Drew Pearson announced to the Board that this would be his last meeting and his term with the Library Board ends this year.

6. **Director's Report:** Director Fong continued talking about other parts of the strategic plan for the library. In libraries, technology changes quickly and strategic plans are quickly outdated, so people are looking for ways to be more flexible. One of the ways people are choosing to do this is with something called service design. Service design is an offshoot of the UX movement, looking at library services on a regular basis and evaluating them with the attributes of usefulness, usability, efficiency, effectiveness, and desirability. It is an ongoing process of improving services. Murray Library is using the service design model to investigate the library user's journey and understand how people use library services.

Examples of library patrons are:

**Holders-** people who put books on hold and come in to pick them up and leave.

**Browsers-** people who come to the library to look around and try and find something new to read

**Program Attenders-** primarily come to a library program

**Digital Users-** checking out eBooks and eAudiobooks

**Computer Users-** use computers and leave

**Studiers-** primary purpose to use study room or study carrels

**Room Users-** book a room to use for meetings

**Lookers-** people who come in looking for a specific book or information

**Volunteers-** their main connection to the library is through volunteering

Service design studies these different patrons and gets feedback of how their experience can be improved.

7. **New Library Building Update:** The library is going ahead with the process and attending meetings to see if moving forward is an option.

8. **Old Business:** None

9. **New Business:**

9.1 Room Use Policy

A motion was made by Pepper Pehrson to accept the Room Use Policy with the changes and seconded by Drew Pearson. Voting was unanimous in favor.

9.2 Time Change for Meetings

A motion was made to change the start time of the meeting to 5:30 p.m. by Nick Skene and seconded by Pepper Pehrson. Voting was unanimous in favor.

10. **Adjournment**

A motion to adjourn was made by Vicki Matsumori and seconded by Pepper Pehrson. Voting was unanimous in favor.

The meeting was adjourned at 7:39 p.m.